



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SENIOR CLERK- CONFIDENTIAL

Class No. 002764

■ CLASSIFICATION PURPOSE

To provide first-line supervision over a unit of clerical employees; to perform a wide variety of complex or technical clerical work of more than average difficulty; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Senior Clerk-Confidential positions are found only in the departments of Chief Administrative Office and Human Resources. Under general supervision, incumbents are first-line supervisors in large clerical units and perform the most difficult or technical clerical assignments requiring a thorough knowledge of a department's operating policy and procedures. Incumbents are privy to highly confidential and sensitive information on internal county matters pertaining to the decision-making process affecting labor relations and/or personnel and employment related transactions. This class differs from the next higher class, Supervising Clerk, in that the latter is a second-line supervisor, supervising through subordinate supervisors, with responsibility for more than one functional area or unit. This class differs from the next lower class, Intermediate Clerk, in that the latter is the journey-level clerical class and performs a variety of clerical and typing tasks of average difficulty.

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Essential Functions:

1. Supervises, trains, and evaluates the work of subordinates.
2. Plans clerical operations, and makes assignments and work schedules.
3. Maintains control files of matters in progress and expedites their completion.
4. Sets-up and maintains office files, records, and indices using specialized software.
5. Prepares and types complex correspondence, transcripts, and documents.
6. Develops or revises clerical procedures within a departmental unit.
7. Reviews a variety of forms and records for accuracy, completeness, and compliance with applicable statutes.
8. Posts information to records where judgment must be exercised.
9. Prepares special and periodic reports that involve compiling data from a number of sources.
10. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.
11. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
12. Assembles and summarizes information and coordinates presentations.
13. Gives information to the public or staff from other county departments in situations where judgment and interpretation of departmental policies and regulations are required.
14. Reviews incoming correspondence.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- County organization, policies and procedures.
- General office and record keeping procedures and practices.
- Indexing and filing rules including alphabetical, numerical, chronological, and subject.
- Standard typing layouts and formats.
- Business English including spelling, grammar, and punctuation.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- Principles and techniques of supervision.

### Skills and Abilities to:

- Access and utilize data from a computerized record keeping system.
- Operate standard office machines including a personal computer.
- Review and monitor the work of subordinates.
- Read and interpret departmental policies and procedures.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Type with accuracy.
- Use electronic mail systems.
- Proofread and review work for accuracy and completeness.
- Retrieve, store, and purge information in a wide variety of filing systems.
- Establish and maintain cooperative relations with those contacted during the course of work.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Two (2) years of experience as an Intermediate Clerk in the County of San Diego, OR
2. Two (2) years progressively more complex/responsible office experience.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: grasping, pushing, pulling and reaching above and below shoulder level. May occasionally lift and/or carry up to 50 lbs.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

May be a member of a team/department with responsibility for sponsorship of Enterprise Resource Planning (ERP) software applications in support of County-wide operations of: human resource management; time keeping and reporting; payroll; accounts payable; and accounts receivable.

### License

Some positions require possession of a valid California Class C driver's license in order to operate a County vehicle.

### Certification/Registration

An original unaltered typing certificate (no photocopies) for at least 30 net words per minute with a maximum of 5 errors must be attached to the application. The typing test must be for at least five minutes with 2 gross words penalty for each error, and the

certificate must be no more than 2 years old. The certificate must state the gross words per minute attained and the number of errors.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: July 27, 1998**  
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